

CLAIMS

What is claimed is:

1. A method of modeling computing support services and processes, the method comprising:

5 defining a computing support service as one of a computing transaction and a change to a computing environment;

defining a computing support process as one of:

an information delivery process for delivering computing transactions to end users;

10 an environment build process for delivering changes to a computing environment which delivers computing transactions;

a process for finding and fixing service and process defects associated with the information delivery process; and

15 a process for finding and fixing service and process defects associated with the environment build process.

2. The method of claim 1, wherein defining a computing support process includes defining each lower-level computing support process as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for finding and fixing service and process defects associated with the environment build process.

25 3. The method of claim 1, wherein defining a computing support service includes defining each lower-level computing service as one of a computing transaction and a change to a computing environment.

30 4. The method of claim 1, further comprising managing quality of the information delivery and environment build processes by performing the processes for finding and fixing service and process defects.

5. The method of claim 1, wherein the processes for finding and fixing service and process defects include corrective action, data analysis, and preventive action.

5 6. The method of claim 5, wherein corrective action for the information delivery process includes service restoration.

7. The method of claim 5, wherein corrective action for the environment build process includes defect management.

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8. The method of claim 5, wherein data analysis includes analyzing data generated by corrective action and preventive action.

9. The method of claim 8, wherein the data includes quality data, cycle time data, unit cost data, reactive trends, and productivity data.

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10. The method of claim 5, wherein preventive action includes root cause analysis.

11. The method of claim 5, wherein the managing ensures generally continuous process improvement.

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12. The method of claim 11, wherein the generally continuous process improvement includes:

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a change management process for changing a process; and

a process for changing a product including advising a supplier of a defective product, receiving an improved product from the supplier, and installing the improved product to the computing environment through the environment build process.

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13. The method of claim 4, wherein the managing includes generating a record.

14. The method of claim 1, wherein the processes for finding and fixing service and process defects include an infrastructure performance management process.

5 15. The method of claim 1, further comprising defining at least one computer support process as defined by Information Technology Infrastructure Library taxonomy as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for
10 finding and fixing service and process defects associated with the environment build process.

16. A method of managing computing support services and processes, the method comprising:

defining a computing support service as one of a computing transaction and a change to a computing environment;

5 defining a computing support process as one of:

an information delivery process for delivering computing transactions to end users;

an environment build process for delivering changes to a computing environment which delivers computing transactions;

10 a process for finding and fixing service and process defects associated with the information delivery process; and

a process for finding and fixing service and process defects associated with the environment build process;

15 managing quality of the information delivery and environment build processes by performing the processes for finding and fixing service and process defects.

17. The method of claim 16, wherein the performing the processes for finding and fixing service and process defects includes corrective action, data
20 analysis, and preventive action.

18. The method of claim 17, wherein the managing ensures generally continuous process improvement.

25 19. The method of claim 16, wherein defining a computing support process includes defining each lower-level computing support process as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for finding and fixing service and
30 process defects associated with the environment build process.

20. The method of claim 16, wherein defining a computing support service includes defining each lower-level computing service as one of a computing transaction and a change to a computing environment.

21. A system for managing computing support services and processes, the system including:

an information delivery process for delivering computing transactions to end users;

5 an environment build process for delivering changes to a computing environment which delivers computing transactions;

a process for finding and fixing service and process defects associated with the information delivery process; and

10 a process for finding and fixing service and process defects associated with the environment build process;

each of the computing support processes being defined as a portion of one of the information delivery process, the environment build process, the process for finding and fixing service and process defects associated with the information delivery process, and the process for finding and fixing service and process defects associated with the environment build process; and

each of the computing support services being defined as one of a computing transaction and a change to a computing environment.

20 22. The system of claim 21, wherein the information delivery process is generally automated and transparent to the end users.

23. The system of claim 21, wherein a change to the computing environment includes one or more of a hardware change, a software change, a data change, a user change, and a computing environment change.

24. The system of claim 21, wherein the processes for finding and fixing service and process defects include corrective action, data analysis, and preventive action.

30 25. The system of claim 24, wherein the processes for finding and fixing service and process defects ensures generally continuous process improvement.